

Claims

What is claimed is:

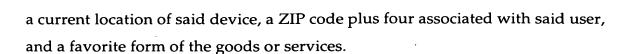
A method of ordering goods or services including the steps of:
 receiving a request for the goods or services from a user by way of a device;
 accessing a database having information relevant to said user and
 preferences related to said goods or services;

forwarding an order for the goods or services to a provider of said goods or services, said order dependent on said information;

receiving a reply regarding said order from said provider;
formulating a response concerning said order and said reply, said response
dependent on capabilities of said device; and
sending said response to said device.

- 2. The method of claim 1 wherein said step of receiving a request includes receiving said request from a mobile device.
- 3. The method of claim 1 wherein said step of receiving a request further includes receiving a request for a favorite form of said goods and services and wherein said step of accessing a database further includes accessing a database including information regarding said favorite form of said goods and services.
- 4. The method of claim 1 wherein said step of forwarding said order25 further includes forwarding said order to a central server for said provider.
 - 5. The method of claim 4 further including a step of selecting, at said central server, a store at said provider to fill said order.
- 30 6. The method of claim 5 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user,

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- 7. The method of claim 5 wherein said step of selecting said store
 5 includes selecting said store based on one of load management and preferential business placement.
 - 8. The method of claim 1 further including a step of selecting a store corresponding to said provider to fill said order.
 - 9. The method of claim 8 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and a favorite form of the goods or services.
 - 10. The method of claim 8 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.
 - 11. The method of claim 1 wherein said step of receiving a request further includes receiving a request that is dependent on said capabilities of said device.

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- 12. A method of ordering goods or services including the steps of: receiving a request for the goods or services from a user by way of a device; accessing a database having information relevant to said user and a favorite form of said goods or services;
- forwarding an order for said favorite form of the goods or services to a provider of said goods or services;

receiving a reply regarding said order from said provider; formulating a response concerning said order and said reply; and sending said response to said device.

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- 13. The method of claim 12 wherein said step of receiving a request includes receiving said request from a mobile device.
- 14. The method of claim 12 wherein said step of receiving a request further includes receiving a request that is dependent on capabilities of the device.
- 15. The method of claim 12 wherein said step of forwarding said order further includes forwarding said order to a central server for said provider.
- 16. The method of claim 15 further including a step of selecting, at said central server, a store associated with said provider to fill said order.
- 17. The method of claim 16 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and said favorite form of the goods or services.
- 18. The method of claim 16 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.

- 19. The method of claim 12 further including a step of selecting a store corresponding to said provider to fill said order.
- 20. The method of claim 19 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and said favorite form of the goods or services.
- 21. The method of claim 19 wherein said step of selecting said store10 includes selecting said store based on one of load management and preferential business placement.
 - 22. The method of claim 12 wherein said step of receiving a request further includes receiving a request for said favorite form of the goods and services, said favorite form having been selected from among a plurality of favorite forms by said user.
 - 23. The method of claim 22 further including a step of storing information for said plurality of favorite forms in said database.

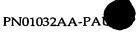


- 24. A method of ordering goods or services including the steps of: receiving a request for the goods or services from a user by way of a device; accessing a database having information relevant to said user and preferences related to said goods or services;
- forwarding an order for the goods or services to a central server for a provider of said goods or services, said order dependent on said information; receiving a reply regarding said order from said provider; formulating a response concerning said order and said reply; and sending said response to said device.
- 25. The method of claim 24 wherein said step of receiving a request includes receiving said request from a mobile device that is web enabled.
- 26. The method of claim 24 wherein said step of receiving a request further includes receiving a request for a favorite form of said goods and services and wherein said step of accessing a database further includes accessing a database including information regarding said favorite form of said goods or services.
- 27. The method of claim 24 further including a step of selecting, at said central server, a store from a plurality of stores associated with said provider to fill said order.
- 28. The method of claim 27 wherein said step of selecting said store
 25 includes selecting said store based on one of an address associated with said user,
 a current location of said device, a ZIP code plus four associated with said user,
 and a favorite form of the goods or services.
- 29. The method of claim 27 wherein said step of selecting said store30 includes selecting said store based on one of load management and preferential business placement.

- 30. The method of claim 24 further including a step of selecting a store associated with said provider to fill said order and forwarding information indicative of said store to said central server.
- 31. The method of claim 30 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and a favorite form of the goods or services.
- 32. The method of claim 30 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.
- 33. The method of claim 24 wherein said step of receiving a request further includes receiving a request that is dependent on capabilities of said device and said step of formulating said response includes formulating a response that is dependent of said capabilities of said device.
- 34. The method of claim 24 wherein said step of formulating a response includes formulating an acknowledgment of said order and said step of sending said response includes sending said acknowledgment using one of a short messaging service, an instant message, and a wireless access protocol message.

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- A method of ordering goods or services including the steps of: 35. receiving a request for the goods or services from a user by way of a device; accessing a database having information relevant to said user and preferences related to said goods or services;
- selecting a store associated with a provider of said goods or services; forwarding an order for the goods or services to said store, said order dependent on said information;

receiving a reply regarding said order from said store; formulating a response concerning said order and said reply; and sending said response to said device.

- 36. The method of claim 35 wherein said step of receiving a request includes receiving said request from a mobile device that is web enabled.
- 37. The method of claim 35 wherein said step of receiving a request further includes receiving a request for a favorite form of said goods and services and wherein said step of accessing a database further includes accessing a database including information regarding said favorite form of said goods and services.
- 38. The method of claim 35 wherein said step of selecting said store includes selecting said store based on one of an address associated with said user, a current location of said device, a ZIP code plus four associated with said user, and a favorite form of the goods or services.
- 39. The method of claim 35 wherein said step of selecting said store includes selecting said store based on one of load management and preferential business placement.
- 30 40. The method of claim 35 further including a step of forwarding information indicative of said store to said device.

- 41. The method of claim 35 wherein said step of receiving a request further includes receiving a request that is dependent on capabilities of said device and said step of formulating said response includes formulating a response that is dependent of said capabilities of said device.
- 42. The method of claim 35 wherein said step of formulating a response includes formulating an acknowledgment of said order and said step of sending said response includes sending said acknowledgment using one of a short messaging service, an instant message, and a wireless access protocol message.